



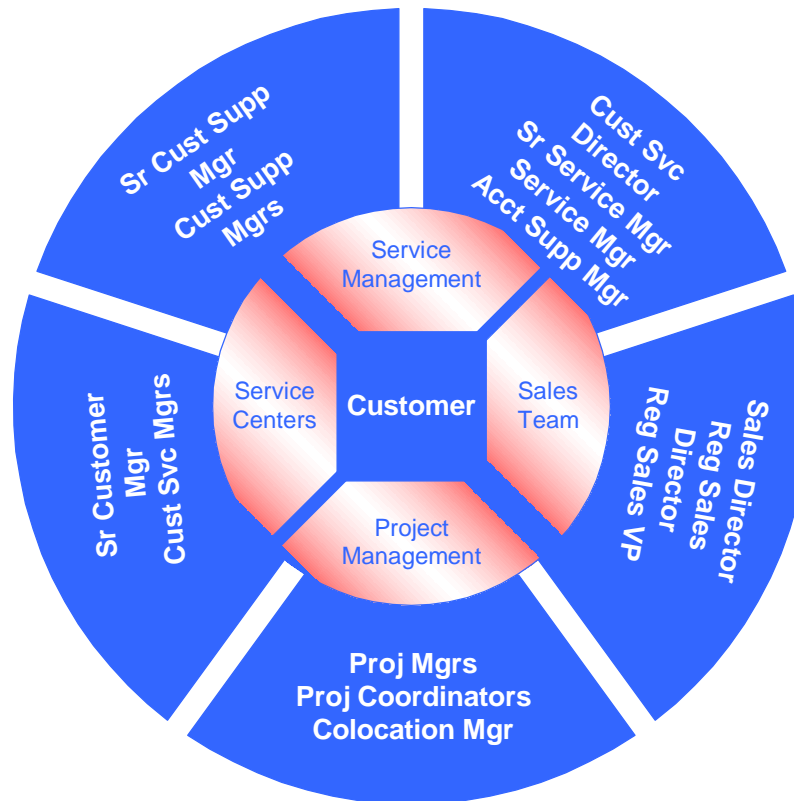
Customer Support Overview

Ken Beck

Sue Gwin



Circle of Support Organization





Service Centers

- The Service Centers are responsible for accepting and processing Access Service Requests (ASR's) and Local Service Requests (LSR's) to fulfill Qwest in-region orders.

This includes:

- Pre Order inquiry
- Order writing
- Order status
- Critical date management
- Order expedites (less than standard interval)
- Order escalations for Tier 1 & 2
- Delayed order management
- Customer Not Ready (CNR) notification and management
- Order completion for Billing



Account Team

- The Account Team is the first point of contact and assists customers with conducting business with Qwest.
- In order to handle the complexities and the challenges of a highly competitive marketplace, the Qwest Account Team consists of a Sales Team and a Service Team.



Sales Team

The Qwest Sales Team is prepared to assist the customer with:

- Answers the customers telecommunications questions pertaining to Qwest and ensuring they have access to information, documentation and/or facilitate access to Qwest resources regarding product knowledge and uses.
- Provide Qwest product and sales information via notifications, individual meetings, product and sales documents, such as brochures, and sales proposals.
- Generates sales proposals to address the customers needs for the various Qwest products.



Sales Team

- Plan and develop the customers network interconnection with Qwest and assist in facilitating meetings with various Qwest representatives regarding delivery of interconnection products.
- Handle pricing inquiries, ranging from simple inquiries to tariff rates or more complex pricing for wide-ranging systems.
- The Sales Team is responsible for monitoring the implementation and progress of the Interconnection Agreement and, once the Interconnection Agreement is established, will facilitate the completion of any additional contracts or amendments to the Interconnection Agreement requested.



Sales Team

The Qwest Sales Team consists of the following:

Sales Director:

Director of the group of Sales Executives who have direct responsibility for managing the sales functions identified above.

Sales Executive:

The Sales Executive who is responsible for addressing your day to day and emergency needs. The Sales Executives are available by telephone, email, pager and/or cellular telephone.



Service Support Team

- As a direct result of Qwest wholesale customer's feedback, the genesis of the Service Support Manager team was to have a group of Service Managers fluent in the processes of the initial account set-up. Once a CLEC has established interconnection with Qwest the Service Support Manager will transition the CLEC to an assigned Service Manager whose expertise will be utilized in assisting the CLEC in managing the day to day issues of normal business.
- The Role of the Service Support Manager Team is the coordination of the initial account set-up including :
 - Questionnaire, E911, SS7, their network setup, facilitate establishment of their electronic gateways, OSS system activation, OS/DA setup and initiate Service Management assignment at the appropriate time.



Service Team

The Roles of the Service Team are:

- Handling order acceptance, delayed orders, or cancelled orders and answering the customer questions surrounding acceptance testing, delivery of an order, investigation and explanation of the reason an order is delayed or cancelled to resolve and communicate issues to the customer in a timely, thorough manner.
- Responsible for understanding Qwest's service delivery process, the Service Manager has contacts within other Qwest departments who are responsible for the actual ordering and delivery of products.



Service Team

- Service Managers currently have regularly scheduled bi-weekly, monthly or quarterly meetings. During the meetings, meeting notes are generated, action plans developed, and items tracked through to completion. In addition to problem resolution, Qwest uses the meetings to discuss service performance (i.e.: PID results), Qwest initiatives and process changes, training opportunities, and CLEC forecasts.
- Provide performance reports for installation, maintenance and repair.
- Respond to complaints regarding any of the above topics based on the customers need and complexity of the escalation/complaint.



Service Team

- Service Managers handle maintenance and repair escalations if the customer is dissatisfied with the service they are receiving from Qwest.
- Handle maintenance and repair post mortems (root cause analysis) when the customer submits a specific request for a post mortem on an unusual repair event, e.g., event over 8 hours.
- Handle escalations, delayed order escalations or expedites, assists the customer if normal processes do not produce results.
- By accessing <http://www.qwest.com/wholesale/ccdb> each CLEC can obtain a current copy of their service and sales manager contacts.



Service Team

The Qwest Service Team consists of the following:

Service Director

Director of the group of Senior Service Managers and Service Managers .

Senior Service Manager:

Managers who support service impacting issues.

The Senior Service Manager will address your needs and/or issues when the Service Manager's efforts are unsuccessful.

Service Manager:

Managers who support service impacting the issues and they will also assist with your needs and/or issues when normal processes fail to resolve an escalation to your satisfaction. The Service Managers are available 24 X 7.



Project Management

- Establish and facilitate project teams as required
- Identify and manage resources
 - Vendors, subs, internal/external personnel
- Establish, monitor, and finalize project plans
 - Communication Plan, Implementation, Quality, Safety, Cut-over, Test/Acceptance



Escalation Process

Escalations

- Escalations are a request for status or intervention around a missed critical date such as:
 - Plant Test Date (PTD)
 - Due Date (DD)
 - Ready For Service (RFS)
- Qwest's Service Centers pro-actively escalate any critical dates in jeopardy and will notify you. If, however, the customer finds it necessary to initiate an escalation, they contact the assigned SDC, in the appropriate center processing their order for assistance.



Escalation Process

- Regardless of how initiated, by the customer or internally, Qwest escalation roles and responsibilities can be summarized as:

Service Delivery Coordinators: Local Service Request (LSR) or Access Service Request (ASR) escalations related to Rejects/Delayed orders, critical dates and Firm Order Confirmations (FOC).

Service Manager: Involved only after normal processes fail to resolve the escalation to your satisfaction.

Senior Service Manager/Director: Involved only when the Service Manager's efforts are unsuccessful. Provides direction to those working the issue, partnering with Center Coaches and Team leaders.



Escalation Process

TIER	PARTY RESPONSIBLE	FUNCTIONS PERFORMED
0	Service Delivery Coordinator	<ul style="list-style-type: none"> • Handle Customer Calls • LSR/ASR Order Status • Queries on Completion Dates • Question on Due Dates • FOC Questions/FOC Resends • Assisting with LSR/ASR Prep • Answers Question on Rejects/Delayed Orders • Manage Critical Dates, Due Date Changes, VP Expedites, Out of Service Conditions, Feature Discrepancies, Delays at Test and Turn-up and General Delayed Order Questions • Timely Customer Updates • Meet Call Back Commitments
1	Service Delivery Coordinator	<ul style="list-style-type: none"> • Respond to Missed Commitments from TIER 0 • Assist Tier 0 with Unresolved Customer Issues • Resolve Issues with Other Departments • Document Details in Appropriate Databases • Timely Customer Updates • Meet Call Back Commitments • If further escalation is necessary, a Commitment is Made for a Call Back From the Next Level
2	Service Manager Or Senior Service Manager	<ul style="list-style-type: none"> • Receive escalations on a variety of service order related issues from the Service Delivery Coordinator (SDC) and/or directly from the customer. • Respond to missed Commitments or calls for assistance from TIER 2 • Evaluate and Manager Special Circumstances requiring VP expedites • Resolve issues with other Departments • Timely Customer Updates • Meet Call Back Commitments • Document Details in the Appropriate Databases • If further escalation is necessary, a Commitment is Made for a Call Back From the Next Level
3,4,5	Director Executive Director Vice President	<p>TIER 4,5,6 would become involved in a service order escalation:</p> <ul style="list-style-type: none"> • Major Network Outage <p>After normal process of tiered escalations failed to resolve the issue to the customer's satisfaction.</p>



Wholesale Customer Resources

Wholesale Web Site

- Qwest's Wholesale web-site provides CLECs with a "one stop shop" for all training and reference materials.
 - www.qwest.com/wholesale/.
- During the course of ROC OSS Test 24, HP, the Pseudo-CLEC, specifically reviewed, complemented and approved of the content within this web-site.
- Site contents have detailed information on Qwest's OSS, notices, documentation, and handbooks developed by Qwest for CLEC training purposes.
- CLECs can review various training programs offered by Qwest on the web-site, register for courses, and/or download information.
- CLECs can also access technical publications – including Network Disclosures, SGAT information, Qwest's product catalog (PCAT), service intervals, and tariffs – on the site.
- The site can be accessed by any person or company connecting to the Internet and does not require a password. Qwest updates this web-site as needed to account for changes to its systems and process

Training

- Qwest offers a myriad of training opportunities to CLECs. These include web-based training, regular training sessions for the CLEC at large, and CLEC specific training classes at the CLEC's place of business.
- Qwest provided 17 different instructor-led training courses in multiple cities throughout Qwest's 14-state local region in 2001. Over 1,000 CLEC employees, representing 198 different CLECs, attended these classes during 2001. Qwest plans to maintain a similar training plan and curriculum in 2002.
- A complete catalog of instructor-led training courses can be viewed by CLECs on Qwest's Wholesale Website at www.qwest.com/wholesale/training/coursecatalog.html.
- In 2001, over 94% of all CLEC respondents indicated that they were satisfied with the instructor-led courses Qwest provided.
- A complete catalog of Qwest's web-based interactive training courses are available on Qwest's Wholesale Website at www.qwest.com/wholesale/training/coursecatalog.html.



Wholesale Customer Resources

Handbooks, User Guides and Other Documentation

- Qwest makes available a wide array of reference materials and handbooks – most in a web-based format – so CLECs can refer to these resources as needed.
- All of the Job Aides and User Guides are available on Qwest's Wholesale Website, at www.qwest.com/wholesale/systems/index.html.

Product Catalog

- Qwest has over 500 pages of documentation describing the services available to the CLECs. The Product Catalog, or PCAT, is available on the Qwest Wholesale web-site at www.qwest.com/wholesale/pcat/index.html.
- Links to other related web-sites have been added. For instance, the General Unbundled Loop section includes links to State Tariffs, the Service Interval Guide, technical publications, the SGAT, the network disclosure (ICONN) database, and other related aspects of the PCAT like Collocation. Contained within the General Unbundled Loop section are links to 8 specific unbundled loop products, each of which contains a detailed description of the particular unbundled loop in question.